



Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: TYAGARAJAN et al.

Application No.: 10/733,677

Filing Date: 12/11/2003

For: METHOD AND APPARATUS FOR  
SELECTING AN AGENT TO  
HANDLE A CALL

)  
) Group Art Unit: 2642  
)

) Examiner: Bing Bui  
)

) **AMENDMENT and RESPONSE to**  
) **October 18, 2005 Non-Final Office Action**  
)

) Attorney Docket No.: G15.001  
)

) **PTO Customer Number 28062**  
) Buckley, Maschoff & Talwalkar LLC  
) Five Elm Street  
) New Canaan, CT 06840  
)  
)

**CERTIFICATE OF MAILING UNDER 37 CFR 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 19, 2006.

Dated: May 19, 2006 By: \_\_\_\_\_  
Edith Martin

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Non-Final Office Action mailed October 18, 2005, please amend the above-identified application as follows:

**Amendments to the claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 15 of this paper.